

**Quality of Life Surveys for Medicaid Long Term Services and Supports
Participants
Solicitation No: MDH OPASS-20-18375
eMMA#BPM015767
September 16, 2019**

RFP Questions and Answers Part 1

Questionnaire and survey administration:

1. **Question** -Would it be possible to share the questionnaire with applicants?

Answer: No, at this time the survey is interviewer-administered only.

2. **Question** -In comparable surveys conducted by DDA (Ask Me!, Core Indicators), interviewers hear a lot of relevant qualitative data. Would the Department be interested in a proposal that included mechanisms to collect qualitative information for later analysis?

Answer: Currently, the Department is not collecting any qualitative data from the Quality of Life (QoL) Survey. This may change in the future. Any relevant information may be collected and presented in the required monthly report or, as appropriate, documented in a reportable event (RE) per the Department's policy.

3. **Question** -I understand that multiple languages will need to be used in data collection. Does that include American sign language? Would it be possible to get a breakdown of the percentage of people in previous data collections for this survey by language, including sign language or needs to use an assistive technology device to communicate?

Answer: Yes, American Sign Language (ASL) is a language of participants enrolled in Community Options (CO) Programs and to the extent that a participant is part of the sample, interpretation will be necessary. We do not have information about the percentage of participants enrolled in CO Programs who utilize an assistive device to communicate, but the below data details the languages for current participants when indicated in LTSSMaryland. We have not yet analyzed data from previous surveys so we are unable to provide the percentage of previous respondents who speak a language other than English.

Languages for current participants when indicated in LTSSMaryland

Row Labels	Count of Identifier_Value
Chinese	606
English	9616
French	28
German	7
Korean	488
Kru, Ibo, Yoruba	20
Other	814
Russian	1363
Spanish	330
Tagalog	25
Vietnamese	111
(blank)	499
Grand Total	13907

4. **Question** In comparable surveys conducted by DDA, people with disabilities were hired as interviewers because they got better quality data than other interviewers due to increased subject and interviewer rapport. Would the Department be interested in a similar strategy for this survey (hiring people with disabilities and elderly as interviewers)?

Answer: There is no requirement to hire interviewers that reflect the target population, but it is preferred that those hired have experience working with the same or similar populations. The Offeror's proposal should reflect any criteria for interviewers.

5. **Question** Is there any overlap between the DDA population and the adult onset disability population in the sample for this survey? If there is, how large is the overlap?

Answer: There are participants concurrently enrolled in the Developmental Disabilities Administration (DDA) programs and CO Programs. We have not generated the sample for the Contractor so we do not know the percentage of those concurrently enrolled who will appear in the sample.

Contract and subcontract issues

6. **Question** Given that Hilltop Institute already has a contract for survey analysis, would they be allowed to bid on this project?

Answer: I'm unaware of any provisions in the current contract with Hilltop that would prevent this, but it does not mean they don't exist.

7. **Question** Since entities like Schaefer Center, Hilltop and similar university centers are state related institutions with preference and state mandated lower overhead rates, it is difficult for private organizations to compete if price is a major factor in proposal consideration. Could you please clarify the role of price versus other factors in proposal evaluation and let us know if 1) these entities would have automatic preference or 2) something would be done to level the playing field?

Answer: No preference will be given to State agencies. The selection criteria can be found in the RFP, under Evaluation and Selection Process, page 49-50.

8. **Question** Could MBE firms bidding as subcontractors be on multiple proposals?

Answer: Yes.

9. **Question** Has the MDH previously conducted these surveys? If so, which organization was responsible for conducting the work?

Answer: Yes. Currently the Department is conducting the survey. Previously, the Schaefer Center for Public Policy, University of Baltimore, conducted the surveys.

10. **Question** Can the Quality of Life survey tool be provided during the proposal stage? If not, can additional information be provided regarding the total number of items (including all sub-questions) and how many open-ended questions are on the survey?

Answer: QoL survey is online at:

www.mathematica-mpr.com › media › PDFs › health › MFP_QoL_Survey

11. **Question** We are a State of Maryland agency, how should we respond to Item H, 5 on page 45 which asks for an organizational chart that identifies that complete structure of the Offeror. Interpreted literally, this would mean the entirety of state government. Would it be sufficient to show how we fit in the University of Maryland System?

Answer: The organization structure of your office/department will be sufficient.

12. **Question** Item 3.3.5 Travel Reimbursement says that travel will not be reimbursed under this RFP. Since the main function of this contract is to travel to locations across the state to conduct interviews, should the travel cost be estimated and included in the proposed price or will this item be reconsidered for reimbursement?

Answer: All costs for the Contract must be reflected in the Financial Proposal. The Department does not reimburse the Contractor for travel.